



**POLYCART & REALPRESENCE USER
MANUAL
FOR FACILITIES**



Kansas Department of Corrections

Juvenile Services



Polycarts for KDOC Facilities

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Polycarts for KDOC Facilities

Evidence-based practices suggest engaging with families early on in the process and maintaining consistent communication with them throughout the youth's involvement in the juvenile justice process. Family engagement should begin at the first decision point and continue until the conclusion of the case. KDOC Juvenile Services is preparing a plan for enhancing youth and family's communication by implementing a Polycom Judicial Cart ("Polycart") system in Kansas. Our goals are to:

- Encourage more contact between incarcerated youth and their supportive family members while also emphasizing safety and security as necessary;
- Enhance interdisciplinary case management teams to include case managers at the facility and/or provider, behavioral health services, education, social services, family members, and community supervision officers;
- Use webcams to encourage and/or increase participation by family members in the case management and pre-release process;
- Enhance communication between incarcerated youth and supportive family members who are unable to visit the facility.

The juvenile correctional facilities have each received one Polycart to assist with enhancing meaningful family connections between internal and external service providers, family members, and incarcerated youth. Webcams are being installed in each of the thirty-one judicial districts in order to encourage contact between service providers, parents, and youth who are placed either at the JCF or in one of the YRC IIs across the state.

The use of webcams and Polycarts is not intended to eliminate telephone or face-to-face visits between justice-involved youth and their families. The system may assist families and service providers to safely and cost-effectively work more closely together during the reintegration process. Implementation of webcams as a means of communication will assist families for whom travel across the state is not possible. The use of webcams allows service providers and families to engage with incarcerated youth so a relationship is maintained. They can also assist in organizing the transition from incarceration to the post-custodial stage of discharge planning and re-entry.

THE CONTACT PERSON

The Contact person is the resource in your facility when it comes to using the Polycart. The Contact person must schedule your call ahead of time. He or she will schedule your facility's calls in the RealPresence calendar and provide assistance to users when needed. Our Customer Service Help Desk is available during work hours to answer your questions. The number is 785-231-1111.



RESPONSIBILITIES OF THE CONTACT PERSON

The Contact person for your facility is the point person responsible for the use of the Polycom Judicial Cart (“Polycart”). The Contact person:

- Makes sure the Polycart is located in an easily accessible place, and is where conversations are private and not overheard by others;
- Identifies the initial list of Polycart users in your office;
- Downloads the RealPresence software to a computer in your facility;
- Handles the calendar for scheduling the calls in your facility;
- Is the keeper of the user manual;
- Shares Expectations and Tips with users;
- Provides user assistance when needed.



EXPECTATIONS

- The Polycart should be located in an area where conversations are private, unable to be heard by others;
- Webcams should always focus on the users' faces, from the neck up - *never anywhere else on the body* - especially when offenders are involved in the call. If this expectation is violated by any party to the call, the call shall be immediately terminated and the incident handled through existing disciplinary procedures.

TIPS AND TRICKS

- Make sure you have the Conference Entry Passcode in-hand before you place the call.
- Connect and test any additional equipment before the meeting.
- Avoid wearing bright colors, all-light or all-dark clothing, or "busy" patterns.
- Light pastels and muted colors look the best on the screen.
- Adjust your camera so the far site can see you. Fill the screen with people rather than with the table, chairs, walls, lights, or floor.
- Adjust your microphone so the far site can hear you. Mute the microphone before moving it.
- Make sure you can see and hear the far-site participants.
- Introduce participants when the meeting starts. Speak in your normal voice without shouting. Use natural gestures when you speak.
- Don't tap on the microphone or rustle papers near the microphone. In a multipoint call, mute your microphone when you are not speaking.



Calendaring the Call

STEP 1

For Contact People and Their Back-Ups

REALPRESENCE CALENDARING

For Contact People

Each call using the RealPresence software and Webcam must be scheduled in advance by the Contact person in your facility. When calendaring the call, the system automatically sets up what is needed to connect the parties to allow the call to go through.

RealPresence will automatically schedule the call on each participants' MicroSoft calendar. To get the scheduled call off of the Contact's calendar, the Contact simply DECLINEs the call.

Only the Contact person can change or delete a scheduled call from the calendar.

Enter this address into your WEB BROWSER to access the calendar:

165.201.143.149



Save this in your Favorites for quick access!

Sign in using the Windows credentials supplied by KDOC.

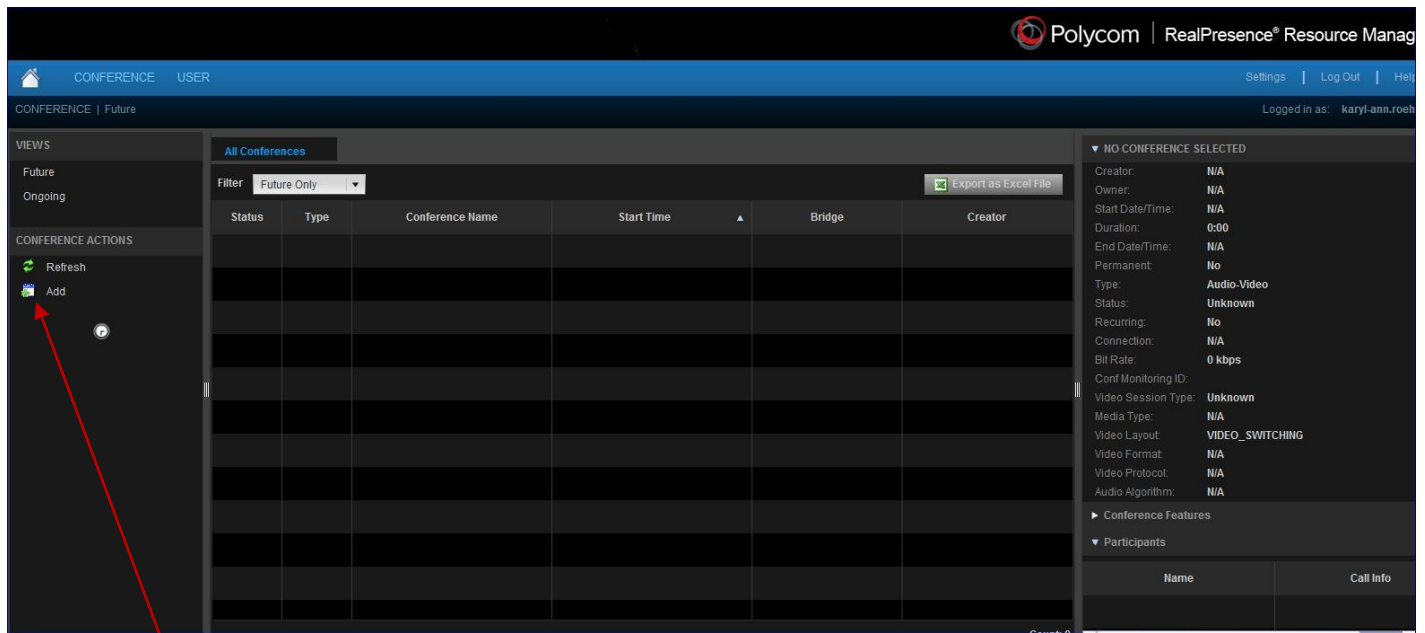
Change the DOMAIN field from "Local" to "DOC".

Click on the LOG IN button.

REALPRESENCE CALENDARING

For Contact People

After entering your sign on, the system displays the first page of the calendaring.



Click on “Add” to schedule the call.

The screenshot shows the 'Add' conference scheduling form. At the top, there's a navigation bar with 'CONFERENCE' and 'USER' tabs. Below it, a sidebar on the left contains 'VIEWS' (Future, Ongoing) and 'CONFERENCE ACTIONS' (Refresh, Add). The main area displays a form for scheduling a conference. The 'Conference Name' field is at the top, followed by 'Select Conference Dates and Settings' which includes 'Start Date', 'End Date', 'Start Time', 'End Time', 'Duration', 'Recurrence', 'Owner', 'Conference Type', 'Conference Mode', and 'Conference Template'. Below this is a section for 'Search for Participants and Rooms' with fields for 'Last Name or Room Name', 'First Name', and 'Search for Rooms at Site'. At the bottom, there's a table for 'Selected Participants and Rooms' with columns for 'User Name', 'Call Info', and a time grid. A red arrow points to the 'Conference Name' field, and a green arrow points to the 'Start Date' and 'Start Time' fields.

This is where you may name your conference. The field defaults to your name and the date you are scheduling the call. **IMPORTANT: For privacy reasons, DO NOT use the juvenile's name in this field! (See p.5)**

Enter the date and time for the call.

*If you are scheduling with an individual, go to the next page.
If you are scheduling with a facility, skip to page 4.*

REALPRESENCE CALENDARING

For Contact People

TO SCHEDULE A CALL WITH AN INDIVIDUAL:

*NOTE: At a minimum, you must always have at least two participants – yourself and who you are calling, **SO SCHEDULE YOURSELF FIRST!***

Enter your First or Last Name in the appropriate fields and click on **ADD PARTICIPANTS**.

CONFERENCE | Future | Add

Conference Name: karyl-ann.roehl - Fri, Feb 19, 2016

Select Conference Dates and Settings

Start Date: Friday, February 19, 2016 Start Time: 02:00 PM Duration: 1:00

End Date: Friday, February 19, 2016 End Time: 03:00 PM Recurrence

Lecturer: No Lecturer Video Chairperson: No Chair Owner: No Owner

Conference ID: Conference Passcode: 924606 Resolution: Automatic Media Type: N/A

Search for Participants and Rooms

Last Name or Room Name: Roehl First Name: Add Participants

Search for Rooms at Site: KJCC Add Guest Add from Guest Book

Selected Participants and Rooms

User Name	Call Info
	Fri Feb 19

A pop-up box appears with the name shown.

Add Participants

Last Name or Room Name: Roehl First Name: Search Add Guest

Type	Name	Default Endpoint	Domain	E-mail Address	Title	City	Department
Person	Karyl-Ann Roehl	RPDesktop	LOCAL	karyl-ann.roehl@			

Close

Select the name and click CLOSE.

Add Participants

Last Name or Room Name: Roehl First Name: Search Add Guest

Type	Name	Default Endpoint	Domain	E-mail Address	Title	City	Department
Person	Karyl-Ann Roehl	RPDesktop	LOCAL	karyl-ann.roehl@			

Close

REALPRESENCE CALENDARING

For Contact People

The system lists the person as a meeting participant.

[illegible]

Repeat these steps for each INDIVIDUAL participant you wish to invite to the call.

TO SCHEDULE A CALL WITH A FACILITY:

In the “Search for Rooms at Site” box, click on the down arrow and select the facility you want.

[illegible]

REALPRESENCE CALENDARING

For Contact People

The name of the facility's Polycart appears.

Start Time: Now Duration: 1:00 Conference Type

Click on a Room to add to Selected List

Room Name	Description
KJCC Polycart	

Ok

First Name: Add Participants

Click on the Room Name to select it. Click OK.

Start Time: 02:00 PM Duration: 1:00 Conference Type Bridge Selection

End Time: 03:00 PM

Click on a Room to add to Selected List

Room Name	Description
KJCC Polycart	

Ok

Video Channel Resolution Media Type First Name Add Participants Add Guest Add from Guest Book

The facility now appears in your Selected Participants and Rooms list.

Search for Participants and Rooms

Last Name or Room Name: First Name: Add Participants

Search for Rooms at Site: KJCC Add Guest Add from Guest Book

Selected Participants and Rooms

User Name	Call Info	10:00AM	11:00AM	12:00PM	1:00PM	2:00PM	3:00PM	4:00PM	5:00PM
Karyl-Ann Roehl	Video Dial In								
KJCC Polycart	KJCC_POLYCART								

Click on Schedule Conference.

This is a: Direct Conference Pooled Conference

Conference Name: kroehl - Fri, Feb 19, 2016

Cancel Schedule Conference

Select Conference Dates and Settings

Start Date: Friday, February 19, 2016 End Date: Friday, February 19, 2016

Start Time: 01:00 PM End Time: 02:00 PM Duration: 1:00

Conference Type: Video Audio Only

Conference Mode: All

Conference Template: Default Template

Owner: Karyl-Ann f

Resolution: Automatic Media Type: N/A

Search for Participants and Rooms

REALPRESENCE CALENDARING

For Contact People

THE EMAIL NOTIFICATION OF THE SCHEDULED CALL (INDIVIDUALS & FACILITIES):

The system next displays an e-mail notifying the participants of the scheduled call. The scheduled call will display in the participants' Outlook calendars, if they have one. Otherwise, the participant will receive an email notifying him or her about the call.

CONFERENCE USER

CONFERENCE | Add Conference

Conference successfully scheduled

The following E-mail message will be sent to conference participants:

To: kdockjccpolycart@doc.ks.gov;karyl-ann.roehl@doc.ks.gov

CC:

BCC:

Conference: karyl-ann.roehl - Fri, Feb 19, 2016 Scheduled.
Conf. Entry Passcode: 924606.
Conference NumericID: 6744
Start date/time: Friday, February 19, 2016 2:00 PM (GMT-6hours)
End date/time: Friday, February 19, 2016 3:00 PM (GMT-6hours)
Duration: 1:00 hours.
Type: Video.

Enter additional notes to include in the E-mail:

(From p. 2) You may enter the juvenile's name here.

IMPORTANT!

The body of the e-mail will include Conference Entry Passcode required to be part of the call.

Conference karyl-ann.roehl - Fri, Feb 19, 2016 Scheduled.
Conf. Entry Passcode: 924606.
Conference NumericID: 6744
Start date/time: Friday, February 19, 2016 2:00 PM (GMT-6hours)
End date/time: Friday, February 19, 2016 3:00 PM (GMT-6hours)
Duration: 1:00 hours.
Type: Video.

Click on SEND.

REALPRESENCE CALENDARING

For Contact People

Upon sending the e-mail, the system will return this screen, showing your scheduled meeting. At this point, you are done! Congratulations!

The screenshot displays the RealPresence Conferencing web interface. At the top, there's a navigation bar with 'CONFERENCE' and 'USER' tabs, and a 'Settings | Log Out | Help' link. Below this, the page title is 'CONFERENCE | Future'. The main content area is divided into three sections: 'VIEWS', 'CONFERENCE ACTIONS', and a central table of conferences. The 'VIEWS' section on the left has 'Future' selected. The 'CONFERENCE ACTIONS' section has icons for Refresh, Add, Edit, Copy, View, and Delete. The central table, titled 'All Conferences', has a filter set to 'Future Only' and an 'Export as Excel File' button. The table contains one row for a conference named 'karyl-ann.roehl - Fri, Feb 19, 2016'. The table headers are: Status, Type, Conference Name, Start Time, Bridge, and Creator. The right sidebar shows details for the selected conference, including Creator (Karyl-Ann Roehl), Owner (Karyl-Ann Roehl), Start Date/Time (2016-02-19 02:00PM (GMT-6)), Duration (1:00), End Date/Time (2016-02-19 03:00PM (GMT-6)), Permanent (No), Type (Audio-Video), Status (Future), Recurring (No), Connection (Multipoint), Bit Rate (384 kbps), Conf Monitoring ID (1c9689c7-eacf-470c-8300-7ca8f2bfa893), Video Session Type (Continuous Presence), Media Type (N/A), Video Layout (CP_1AND5), Video Format (N/A), Video Protocol (UpTo_H264), and Audio Algorithm (N/A). Below these are expandable sections for 'Conference Features', 'Bridge (MCU) Features', and 'Participants'. At the bottom right, there's a 'Count: 1' and a table with headers 'Name' and 'Call Info'.

Status	Type	Conference Name	Start Time	Bridge	Creator
		karyl-ann.roehl - Fri, Feb 19, 2016	2016-02-19 02:00PM (GMT-6)	165.201.143.37	Karyl-Ann Roehl

MICROSOFT OUTLOOK

When the Contact person calendars a call in RealPresence, 1) it forwards the calendar entry to the Outlook calendars set up for each facility; 2) for Outlook users, it forwards the appointment to the participant's Outlook calendar, *IF the individual participant's name was picked when the call was calendared.*

The Outlook calendar for KJCC is called KDOC KJCC POLYCART and the calendar for LJCF is KDOC LJCF POLYCART. With these entries transferred into Outlook, anyone with Outlook in your facility can view the availability of the Polycarts!



How to Make a Call


STEP 2

For Polycart Users

Making a Call


HOW TO PLACE AND END A CALL:

Plug the electrical cord and network cord into a power outlet and network drop.

On the RealPresence 300, touch and hold the  power sensor on the front of the system. The power sensor is touch sensitive, so you can place your finger on or close to the sensor.

The system will complete a Power On Self Test (POST).

Once the system is up, you will see a series of icons. You can toggle through them or use the remote

Select  from the Home screen, or just start entering the number on the remote control.

Enter the IP address. Include the dots in the IP address. **165.201.143.39.**

Select **Place a Call** or press  on the remote control.

Push the **#** sign (to turn on Touch Tone capability).


Push  to bring up the keypad.

Enter the room ID (VRN) plus the **#** key.

You will hear a “welcome” recording.

Enter the password for the room, which is the room ID (VRN) plus the **#** key.

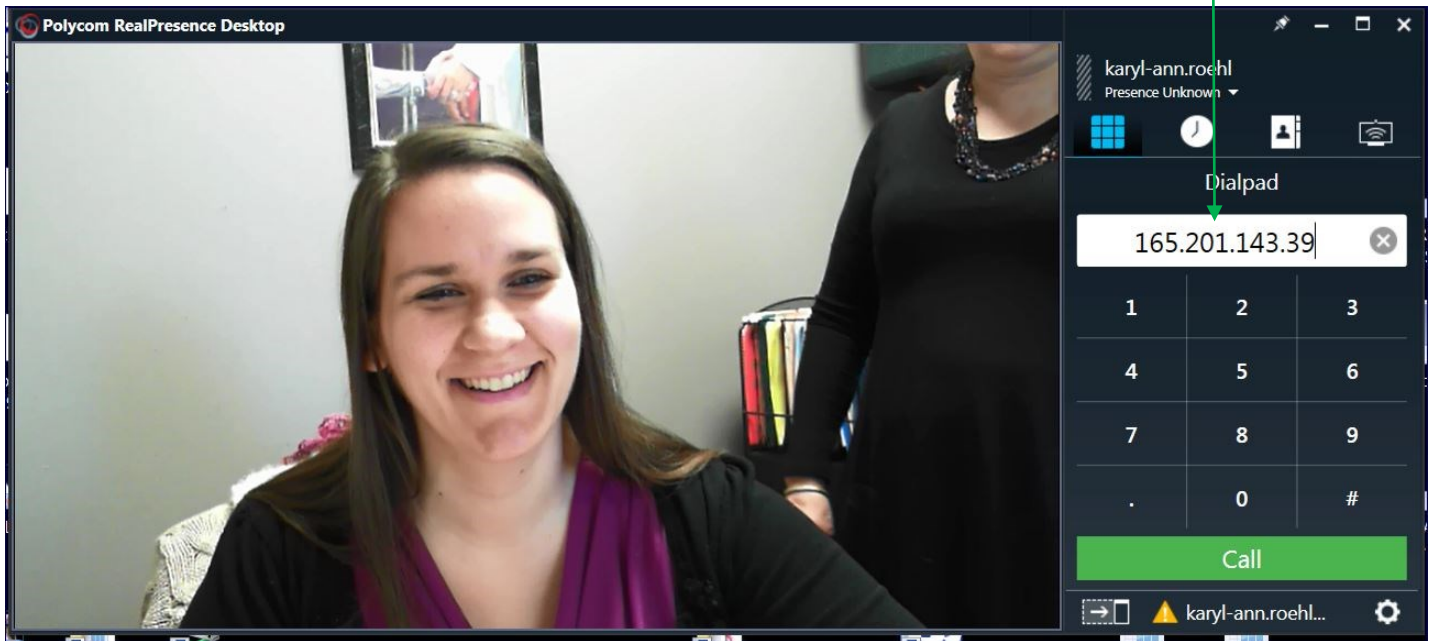
You are now placed into conference.

Press  to END the call.

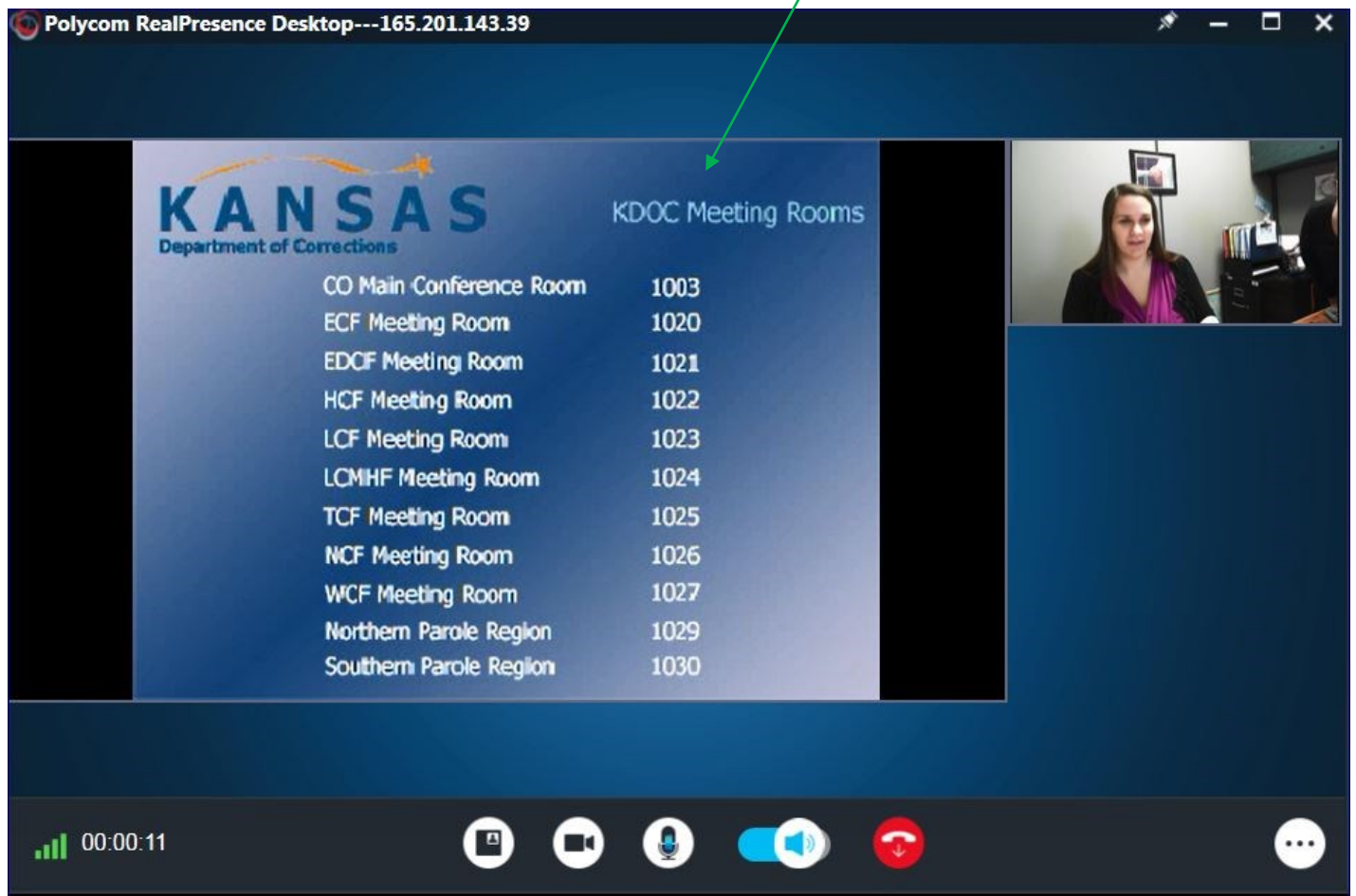
Remove the battery from the remote control and plug it in to the USB on the Polycart to charge.

Making A Call

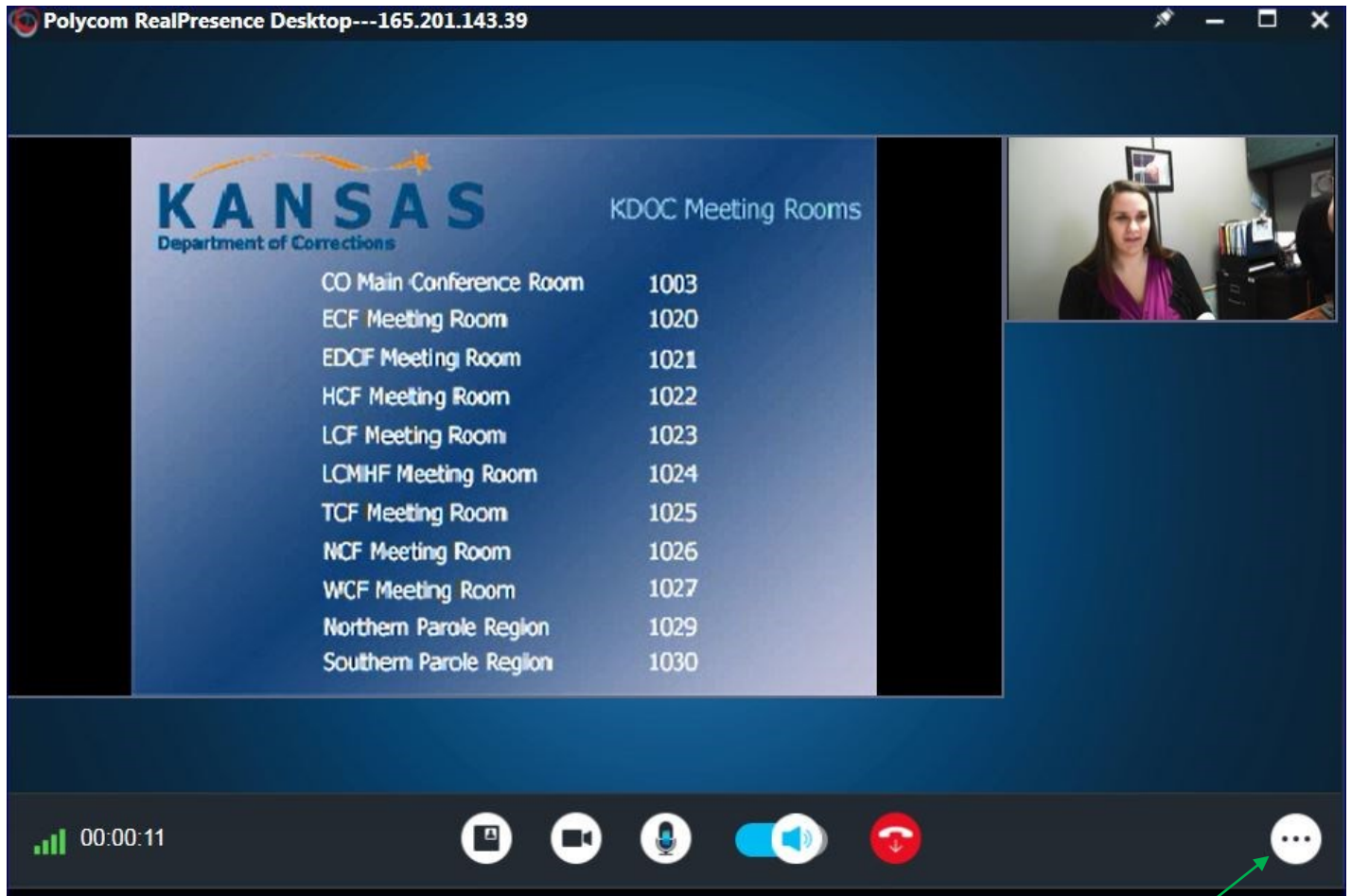
When you sign in to RealPresence, this is the first screen you will see. Type the IP address into the white box above the keypad. Click on CALL.



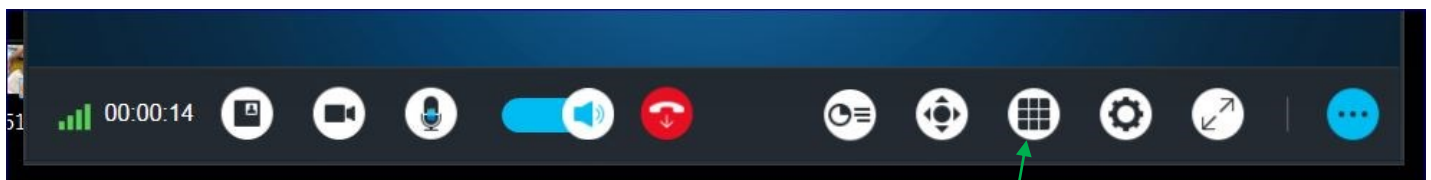
RealPresence will dial into the system, then return a screen similar to this one. Instead of the list of conference rooms (as shown below), you will see the State Seal of Kansas.



Making A Call



Click on this icon to display the buttons as shown below.



Click on this icon to display the keypad again.

Making A Call

Remember the e-mail generated when the meeting was scheduled? Go to that e-mail and copy the Conference Entry Passcode.

Conference karyl-ann.roehl - Fri, Feb 19, 2016 Scheduled.
Conf. Entry Passcode: 924606.
Conference NumericID: 6744
Start date/time: Friday, February 19, 2016 2:00 PM (GMT-6hours)
End date/time: Friday, February 19, 2016 3:00 PM (GMT-6hours)
Duration: 1:00 hours.
Type: Video.

Paste the Conference Entry Passcode into the white box.
Add # at the end.

The screenshot shows the Polycom RealPresence Desktop interface. The main window displays the 'KANSAS Department of Corrections' logo and a list of 'KDOC Meeting Rooms' with their respective room numbers. A video feed of a woman is visible on the right. A keypad is shown on the right side of the interface, with the passcode '924606#' entered into a white box. The keypad has buttons for digits 1-9, *, 0, and #. The bottom status bar shows a timer at 00:00:40 and various control icons.

Room Name	Room Number
CO Main Conference Room	1003
ECF Meeting Room	1020
EDCF Meeting Room	1021
HCF Meeting Room	1022
LCF Meeting Room	1023
LCMHF Meeting Room	1024
TCF Meeting Room	1025
NCF Meeting Room	1026
WCF Meeting Room	1027
Northern Parole Region	1029
Southern Parole Region	1030

After you press # the system should put you in a virtual conference “room” where your call will take place. Click here to end the call.



MANUAL UPDATES



UPDATE 1.0

February 18, 2016

Please place this Updates page in your RealPresence User Manual for Judicial Districts for future reference!

- 1.0 Refer to the Calendaring the Call section, page 1. We have clarified the IP address in the yellow box is entered in to the user's WEB BROWSER.

Enter this address into your WEB BROWSER to access the calendar:

165.201.143.149



Save this in your Favorites for quick access!

- 1.1 Refer to the Calendaring the Call section, page 5. Below is an update to the image of the e-mail detail. We have added the top two lines seen here.

Dial 165.201.143.39 to join your conference at the scheduled time. Next, when prompted, enter the "Conf. Entry Passcode" below, followed by # to enter the conference.

You will be unable to join until the "Start date/time" below.

Conference polycom1 - Wed, Feb 17, 2016 Scheduled.

Conf. Entry Passcode: 796784.

Conference NumericID: 9045

Start date/time: Wednesday, February 17, 2016 3:30 PM (GMT-6hours)

End date/time: Wednesday, February 17, 2016 4:30 PM (GMT-6hours)

Duration: 1:00 hours.

- 1.2 If you get disconnected from a call and have trouble reconnecting, look for the RealPresence icon in the lower right hand corner of your screen (by the clock). Right click on it to CLOSE RealPresence. (Clicking on the "X" in the upper corner of the screen will NOT close the application—it will only minimize it.) Reopen RealPresence and sign in again to your call.

- 1.3 TAKE NOTE!

IP Address for Downloading Software 165.201.143.149

IP Address to Access the Calendar 165.201.143.149

IP Address for Making a Call 165.201.143.39



NOTES

[illegible]